



SEBI SCORES & Online Resolution of Disputes

SEBI SCORES:

In case Investors do not receive a response within 30 business days of approaching the AMC, or if they are not satisfied with the resolution received from the AMC, they can escalate their issues to SEBI (Securities and Exchange Board of India) and update their complaints on SCORES (SEBI Complaints Redress System). SCORES allow investor to lodge his complaint online with SEBI and subsequently view its status on their website.

SEBI SCORES Website Link: <https://scores.gov.in/scores/Welcome.html>

SEBI SCORES Mobile APP for Android Users:

<https://play.google.com/store/apps/details?id=com.ionicframework.sebi236330>

SEBI SCORES Mobile APP link for IOS users:

<https://apps.apple.com/in/app/sebiscores/id1493257302>

Online Resolution of Disputes through Conciliation / Arbitration (Smart ODR):

Investors are requested to take up their grievances directly with LIC Mutual Fund Asset Management Limited at first level. If the grievance is not redressed satisfactorily, then they may escalate the same to SEBI through SEBI SCORES Portal. In case, if the same is not resolved or he/she is still not satisfied with the resolution, they can opt for online resolution of dispute through Conciliation/Arbitration on SMART ODR Portal at: <https://smartodr.in/login>

For details on the process, terms & conditions, please check SEBI Circular Link:

https://www.sebi.gov.in/legal/circulars/jul-2023/online-resolution-of-disputes-in-the-indian-securities-market_74794.html